

**1-26-21 Meeting Minutes
NCC One-Stop Team
9:30 – 11:30am
Zoom Meeting**



Delaware JobLink
<https://joblink.delaware.gov>
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Attending: Amanda Baker – DVR; Katrina Robinson – Highmark Health Options; Seba Morris – Business Interface/TANF; Amanda Smagala, Christina Adult Ed; Denise Burke – DVR; Teresa Leon – DSS/WONDER Works E&T; Lisa Sullivan – Jobs for DE Grads; Neva Anton - Anton Associates; Cheryl Casino – Goodwill; Tim Lewis – DE Futures; Morgan Thornton – DE Skills Ctr; Kenan Hilyard – Goodwill; Dina Melchiorre – DE Futures; Naomi Katz – Challenge Program; Ronald Robinson - James H. Groves Adult High School, Red Clay; Natalie Armor-Payne – DE Futures; Shauna Curtis, DVR; Chantae Vinson (West End NH); Alta Porterfield (Libraries); Pearesse Seeney, CareerTeam/TANF E&T; Wanda Gibson, DOL/DET; Lawana Waterman, DVR; Shannon Lapinsky, Appo Adult Ed; Aje' English-Wynn, DOL/DET; and Hope Ellsworth (recording)

Documents Discussed at the Meeting:

- NOTE: The Delaware Joblink One-Stop Team link, with county resource lists, minutes and other resources, can be found at: <https://labor.delaware.gov/divisions/employment-training/team-info/>. [Note that the link HAS CHANGED.]
- Updated 1-2021 NCC One-Stop Team Contact List: The updated list was sent via email on 2/9/21.
- 1-12-21 TIP Strategies Presentation: This is being uploaded onto the One-Stop Team link, under WIOA Leadership Team.
- 2021 Convening Update: This information has been included at the end of the minutes.

1-26-21 Discussion: This was a virtual meeting.

1. Introductions and Announcements

- Team members introduced themselves.
- Karryl Hubbard has been confirmed as the new Secretary for the DE Dept. of Labor.
- Rachel Turney (previously DET) is now the Deputy Secretary of DOL.
- Div. of E&T has an acting Director: Stacey Laing retired on 12/31/20. Richard Fernandes has been named the Acting Director of DOL's Division of Employment & Training.
- Bev Knight (Jobs for Delaware Grads) retired on 1/15. We wish her well. Mark Fedele will be the new program director.

2. Resource Sharing

- One-Stop team Link: Hope reminded the Team that the One-Stop Team link (under DJL) has changed. The new link is listed above.
Note: We are asking all Partner Programs (with a website) to include this link so that staff and service recipients always have easy access to the updated One-Stop Partner Resource lists.
- One-Stop Team List: Hope sent out the final draft for team members to review for accuracy. [Note: The final version was distributed to the NCC Team on 2/9/21.]
- NextGen Delaware Joblink: The next generation of Delaware Joblink is set to roll out on 2/19. It is anticipated that training will be set up for Partner Program staff. The URL is: joblink.delaware.gov
- DOL URL is Changing: delawareworks.com is changing to: labor.delaware.gov. As a part of this effort, the Partner links under DJL are being updated. Not all of the links have been corrected yet, but tech is working on this.
- Reminder about VOCAL Chat: <https://vocal.delaware.gov/>
- DOL Monthly Labor Review: <https://labor.delaware.gov/divisions/oohmi/monthly-labor-review/>

- Partner Resource Sharing –
 - ✓ Hope reminded team members of the next drive through mobile food pantry in NCC.
 - ✓ \$9M , 4 year Training Grant (IT/Cyber Security): Wanda Gibson (DET) shared information about this grant that has been awarded to TechImpact (primarily), as well as Delaware State U. These training providers will be in charge of recruiting. This 4-year grant is meant to serve 708 people and is geared toward middle/high level salaries. The focus will be on Delaware's 25 Opportunity Zones. Training is slated to begin late summer/early fall. [Note: Hope contacted TechImpact and they will keep us informed as the program develops.]
 - ✓ Adult Ed Programs: Ron Robinson shared that Red Clay James H Groves school is still enrolling. Go to redclayschools.com/groves and select HSD/GED and go to Student Registration. Also, the Christina Adult Ed newsletter will be coming out soon and Hope will distribute to the team.
 - ✓ Flyers from West End NH: Flyers were distributed recently about their Education & Employment Training Center, as well as a flyer about their EPA certification training.
 - ✓ Delaware Pathways to Apprenticeship is a 6-week program. The website is: www.p2adelaware.org and classes begin 1/25/21. The flyer had recently been distributed.
 - ✓ Community Help Desk flyer was distributed prior to the meeting. This Help Desk assists students, parents and teachers with technical issues related to getting online for distance learning. The number is: 844-800-1007.
 - ✓ NAMI Basics Training for Parents with a Child with Mental Health Issues: Hope distributed this flyer recently and urged staff to share with Parents who might benefit from this assistance. It is free.
- Update from 1/12/21 DE Workforce Development Board Meeting
 1. TIP Strategies Strategic Operating Framework Technical Assistance: Hope reported that a national consulting firm, TIP Strategies, has been approved by the US DOL to assist Delaware with new directions, due to the impact of COVID-19. They are working with the DE Workforce Development Board and the WIOA Leaders to identify updated goals and strategic frameworks for our larger WIOA system. [Note: The presentation is being loaded onto the One-Stop team link under WIOA Leadership team section.]
 2. Unemployment & Labor Market Update
 - Labor Market Info:
 - ✓ Nov 2020 Unemployment - 5.1%; Nov 2019 Unemployment - 4%;
 - ✓ Highest Unemployment ever in DE was in May 2020 (15.9%);
 - ✓ Decrease in UI rate for 6 consecutive months
 - ✓ # DE jobs: 11/19 – 472,400; 11/20 – 429,300; Lowest # DE jobs was 4/20 – 387,900
 - Div. of Unemployment Insurance:
 - ✓ Extended benefits will continue through 3/14/21
 3. Links from Dept of Ed (Career & Tech Ed):
 - School Reopening Plan: <https://www.doe.k12.de.us/covid19>;
 - My Community Health (gives COVID update regarding schools): <https://myhealthycommunity.dhss.delaware.gov/locations/state>
 4. Forward Delaware Training Update and Targets
 - As of 1/19/21, there were 783 enrolled in one of the training programs. 52% are Female; 53% are Black and 8% are Hispanic. Delaware did receive a time extension (beyond 3-2021) to allow more time for people to enroll and complete the training. No additional money was received. The goal is for around 3,000 to complete training via these funds.
 5. RFPs – The Out-of-School Youth RFP will be coming out soon. The In-School Youth and Adult Blue Collar contracts have been extended for one year.
 6. At the DWDB meeting, it was reported that funding guidelines for training have been extended for 3 months in order to wait for the TIP recommendations.

3. **Presentations** – There were no presentations this month.
- Hope reported that there will be presentations, at the February meetings, on the Apprenticeship Program and the Blue-Collar Jobs Training Programs.
 - Hope also asked if there was an interest in sharing free, online training platforms that would allow people to take a class, pass a test and receive a certificate. The team expressed interest so Hope said she would work on this.
 - Finally, in March Alta Porterfield (Libraries) will provide an overview of the Telemed system that is being set up. The initial focus will be on mental health.
4. **Opportunities for Improvement: Ideas, Issues, Process Improvement, etc.**
- Referrals to Other Partner Programs: A Review/Update
 - ✓ Assisting service recipients to navigate to other partner programs, that may also assist them, is a key principle of our WIOA One-Stop Partner System.
 - ✓ In February 2020, the plan was to upgrade our WIOA Partner Referral process by moving to the VOCAL platform to ask for a referral to be made and/or to report that a referral has been made. When COVID-19 hit, the focus has to shift to VOCAL chat as a key avenue to answer client questions. Therefore, the referral process had to be put on hold.
 - ✓ Hope reported that she and Romie Lutz (DET, VOCAL & Referral Liaison) are now meeting weekly and expect to have an updated process and referral policy drafted to present to Leaders' at the February meeting. Richard sat in on the first meeting and Romie is keeping him updated.
 - ✓ Hope is also starting this discussion at the local One-Stop Team meetings. All teams will provide feedback. Romie and Hope will then update the process. The goal is to begin using the new process in March or April. Initially, the focus will be on ensure that referrals are happening. Then work will start to capture referral numbers that can be reported to the Feds.
 - Continuing the Discussion: 2021 Convening Ideas
 - ✓ Hope provided an update on 2021 Convening Planning and it is listed at the end of these minutes.
 - ✓ Confirmed presentations were reviewed and Hope asked the team to select 1-3 top ideas from the 3rd bullet below. These would be each member's selection for other topics Hope should pursue. Team members submitted their choices, via email, after the meeting.
 - Input on Draft of WIOA Staff Orientation PPT:
 - ✓ Hope explained that a group of WIOA Leaders have been working with Partner Programs to develop a staff orientation presentation. This is being developed as a result of the WIOA Staff Feedback Survey that was conducted in December 2019. A significant percent of staff reported not being clear on the concept of WIOA and the One-Stop Partner System.
 - ✓ The PPT was reviewed during the meeting and Hope distributed an electronic copy of the presentation to the NCC team shortly after the meeting. The slide at the end included a link to a survey. She asked all team members to review the presentation and complete the survey. She thanks team members for their valuable input. The Leaders will use the feedback to make final changes to the presentation.
5. **Next Meeting Date:** Tuesday, February 23rd, 9:30 – 11:30, via Zoom.

Organizing Ideas for Convening: 2021 (next page)

Organizing Ideas for Convening: 2021

- **Virtual Format is confirmed:** We will use DOL's Zoom Enterprise (Webinar Format). There will be a home page where everything will be housed. If anyone is interested in helping with behind the scenes tech, please let me know.
- **Organizing Team Ideas for Convening Topics/Workshops**
 - ✓ *CONFIRMED:* "Bouncing Forward": Dr. Deb Berke will present her thoughts on how to bounce forward after "the year of COVID-19". She will focus on supports for staff so that staff can support job seekers and learners; life/work balance; helping people to bounce forward (i.e. resilience)
 - ✓ *CONFIRMED:* What DE Guidance Services learned as they have provided mental health support to teens, families and staff during COVID-19; life/work balance and lessons learned
- **More Ideas and Input Needed** [Team members selected 1-3 topics they are interested in.]
 - ✓ We need a keynote speaker that can give us a motivational presentation (10-15 minutes)
 - ✓ We are looking for job seekers and learners who pushed through in 2020 and managed to succeed. This would be for an inspirational video where job seekers and learned are interviewed.
 - ✓ **WHAT ABOUT**
 1. Several short segments discussing tools that are helpful when working from home. We'd ask you for issues that have come up that could be addressed such as:
 - a. How to keep track of documents/handouts when you can't print
 - b. Tools to help us manage all of the emails we get so they don't get lost
 - c. Helping teach soft skills in a virtual environment/improving the impact of distance learning
 - d. How to be a good employee in a virtual space?
 - e. How to be a good manager in a virtual space?
 - f. What else?
 2. Tapping into new job markets
 3. How to stay at peace when there is chaos all around you.
 4. Issues that got worse during COVID-19 (homelessness, day care, unemployment, food shortages; lack of access to tech) – what could we present that would be helpful.
 5. General topic on the impact of the COVID-19 vaccine
 6. Looking at virtual "swag bags"
 7. Work from home jobs (including skills needed to get hired)
 8. Accessing tech for low- income individuals